



**Robert E. Bush  
Naval Hospital**

## Did you know?...

**Y**ou have the right to express your concerns about patient safety and quality of care.

There are several avenues open to you:

- \* Through the ICE website.
- \* The Hospital Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the Hospital clinics, or directly to the Joint Commission via:

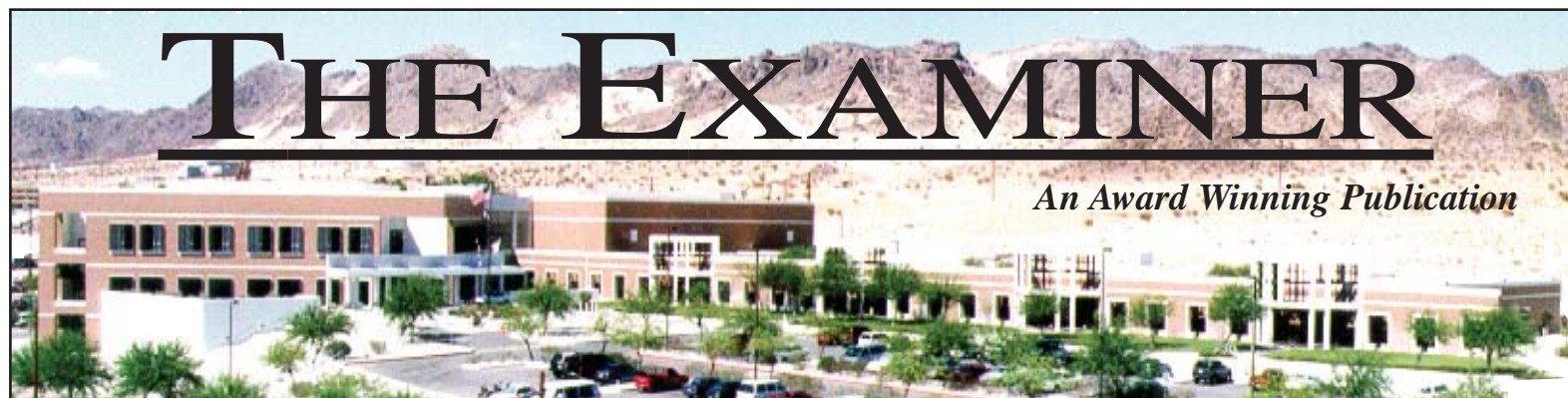
E-mail at [complaint@jointcommission.org](mailto:complaint@jointcommission.org)  
Fax: 630-792-5636

The Joint Commission  
Oak Renaissance Boulevard  
Oakbrook Terrace, IL 60181

**T**o report Fraud, Waste and Abuse contact one of the below offices by calling:

Naval Hospital: 760-830-2344  
Combat Center: 760-830-7749  
NavMedWest: 1-877-479-3832  
Medical IG: 1-800-637-6175  
DoD IG: 1-800-424-9098

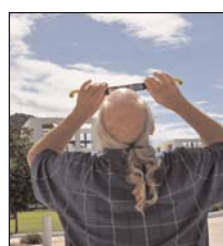
Commanding Officer  
Naval Hospital Public Affairs Office  
Box 788250 MAGTFC  
Twentynine Palms, CA 92278-8250



*An Award Winning Publication*

<http://www.med.navy.mil/sites/nhttp/pages/default.aspx>

## NHTP Watches the Moon Eclipse the Sun



On August 21, people across the continental United States were transfixed by the solar eclipse. While many traveled to the path of totality, staff at the Robert E. Bush Naval hospital wandered outside to observe this historic event. Lt. Kara Harper, Emergency Medicine Department, captured the images above using her personal camera. Clockwise from top left: Mr. Jose Cordova, Information Management Department; Ms. Vanda Stanley, Business Performance Office; Ms. Jenny Whitten, Radiology Department; HM1 Christopher Kipfer, terminal leave status; Mr. James Knapp, Outpatient Records; HM1 Raymond Wahl, Directorate for Surgical Services.



*The Robert E. Bush Naval Hospital celebrated two Corps birthdays during August. Above: On August 4, The Medical Service Corps celebrated its 70th birthday. MSC officers gathered to listen to congratulatory letters addressed to Rear Adm. Anne Swap, Director Medical Service Corps. The most senior officer, Captain Anthony Arita, and the most junior officer, Lt. j.g. Aly Goldfarb, then cut the birthday cake. Right: The Dental Corps celebrated its 105th birthday. NHTP Commanding Officer, Captain Nadjeme Hariri, traveled to Branch Health Clinic China Lake to celebrate the Dental Corps birthday with fellow Dental Corps officer, Lt. Marina Hernandez-Feldpausch. Right: Front row, L-R: HA Ashley Robinsonblue, Ms. Susan Taylor, Lt. Marina Hernandez-Feldpausch, HM3 Thinh Pham; back row: L-R: HM3 Michael Heagle, Capt. Nadji Hariri, HN Tae Lee.*



## Suicide Prevention Requires Knowing Available Resources

*By Lt. Cmdr. (sel) Starla Lyles,  
NHTP Staff Psychiatrist*

September is Suicide Prevention Month. It represents an opportunity to promote awareness of an issue that has, in some way, touched many, if not all, of our lives. Suicide is not only a public health concern, but has been a priority for the Department of Defense, which has observed increasing rates among military members over the past 15 years.

Suicide is a leading cause of death among military members. Suicide Prevention Month is also an opportunity to acknowledge the role we can play in preventing suicide--we all play a role.

*Continued on Page 3, please  
see Suicide Prevention.*



# You Matter! And Your Leadership Does Too!

*The first in a series on leadership*



*Lt. j.g. Tanji White*

**By Dave Marks, NHTP PAO**

The subject is leadership. This is the first in a series of leadership profiles, presented to assist hospital staff with what it takes to get ahead, get promoted and achieve success.

Intuitively, a lieutenant junior grade would not be the first choice in seeking tips and advice for being successful. A lieutenant junior grade who has achieved the rank of Chief Hospital Corpsman is another story. And that's exactly why we're talking to Lt. j.g. Tanji White, staff nurse on the Multi-Service Ward.

When Lt. j.g. White came aboard NHTP, she noted it felt like she's been in the Navy her "whole bloomin' life." She credits her success "with the people who mentored and guided me." White was a Chief Hospital Corpsman career counselor at Great Lakes in her last assignment prior to becoming an officer. She has impeccable credentials to offer advice on success.

"You have to listen to people and take in their advice. If you're first coming in or you're moving up the ranks, you can't think that you know everything," White said.

Colin Powell, retired four-star

general and former Secretary of State said: "Never receive counsel from unproductive people." Lt. j.g. White reinforces that view. "Be careful not to listen to people who aren't going anywhere with their career and who are angry and/or bitter. You have to listen to people who are motivated and who are making a difference and being successful," she said.

White said that when she came into the Navy she was an impressionable Seaman Apprentice with a strong sense of respect for authority. "My first chief made me go to college," White recounted. "I didn't know any better, so I said, yes, Chief." She said she'll never forget Chief Hospital Corpsman James Harrold. "He was my mentor but he was also a father figure for me," White said. "I was young and my parents weren't there."

Mentoring. White is a strong advocate for attaining a mentor. "If you don't have a mentor, you end up feeling frustrated," she said. "You don't have the benefit of someone taking you under their wing, showing you how to do things, helping you figure how to structure your career. Don't come in thinking you can do it all on your own because that's not possible," she

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said.

White also recommends taking advantage of any available training. "Take classes, because the more you know, the more effective you can be and the more competitive you are," she said. "When workshops are offered for your NECs [Navy Enlisted Classification] take advantage of them." White recommends applying for sea schools and suggests, "Any certifications that you can get as a hospital corpsman, such as phlebotomy, take them; and be patient."

Patience. "Everything will come to you in good time. But you have to be patient and you have to have the stamina to stick with what you're doing. Even when you fail at something, take a step back, reevaluate, and then give it another try. You have to be patient and you have to be willing to work hard for your goal. Don't listen to the naysayers, ignore all of the negative people and know that within yourself you can do it," White

said.

Stormy seas. White knows that not all seas are calm and periods of turbulence should be expected. "We all get those episodes when you feel negative," White said. "Sometimes when you're junior, it feels even worse because you have so many people who out-rank you. You may think that your opinion doesn't matter," she noted. "It's up to those of us in senior positions to always help junior Sailors remember they do matter; their words matter," she said. "We have to listen to junior Sailors because it's beneficial for us to understand their concerns and it benefits them to have leaders who listen."

Lt. j.g. White was asked, what is one thing that can help a Sailor achieve success? "Be humble," she replied.

And Colin Powell? He said: "The simple but true fact of life is that you become like those with whom you closely associate - for the good and the bad."

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The Examiner welcomes your comments and suggestions concerning the publication. Deadline for submission of articles is the 15th of each month for the following month's edition. Any format is welcome, however, the preferred method of submission is by e-mail or by computer disk.

## How to reach us...

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## Community Health Fair

September 21

8am to Noon

**MCAGCC Community Activities: It's not too late to sign up for a table!**

**Contact: Tanya Stuckey:  
(760) 830-2173**

# Department in the Spotlight: Emergency Medicine

**By Hospital Corpsman Second Class Joseph Towery, Emergency Medicine Department Lead Petty Officer**

- Officer in Charge: Lt. Cmdr. John Aylsworth.
- Number of officers: 10.
- Number of Corpsman: 14; one respiratory therapist.
- Lead Petty Officer: HM2 Joseph Towery.
- Average Number of patients seen per day: 26 (day shift and night shift combined)

A typical day in the Emergency Medicine Department starts with a Team STEPPS huddle. We pass along information concerning patients who are currently on the floor. We also relay information regarding the upcoming day’s events. We then go about our daily checks; and

we inventory our medical supplies. As the day progresses, we manage and treat patients as they come in. They are either discharged, admitted to the Multi-Service Ward (MSW), or transferred to another facility with the specialized care necessary for that individual patient. A majority of our patients are discharged to their home with detailed care and follow-up instructions.

When a patient is admitted to the Multi-Service Ward, the ER physician and the admitting physician pass along the relevant information pertaining to the specific care of that patient. The emergency-medicine-department nurse and the MSW nurse also relay information regarding the specific care of the patient being admitted.



**NHTP’s crack Emergency Medicine Team (note: These are the team members who were available for photo. Night shift and other members are not pictured). L-R: Lt. Tanya Starker, Ms. Kris Penley, HM2 Joseph Towery, Lt. Cmdr. John Aylsworth, HN Justin Kunzer, HM3 Riley Driscoll, Lt. j.g. Amanda George; Bottom row: HN Christopher Gaete, HN Brandon Gorham, HM3 Eric Mosey.**

Once a bed is available, one nurse and one Corpsman transfer the patient using a rolling bed or wheelchair to MSW. If a patient requires transfer to another facility, we first determine the best suited medical facility. An ER nurse will then coordinate with area hospitals regarding availability. When a receiving hospital agrees to accept our transfer patient, we determine mode of transport, using either ground transport (ambulance), critical-care ambulance or helicopter. We create a transfer chart with all of the patient’s information/care provided by our Emergency Management Team (charts, meds, imaging studies). The transport team has access to the transfer chart to enable them to respond to any complication that may occur en route.

The best advice for patients prior to presenting at the ER: Manage your expectations. We are prepared to see and treat all patients who present to our emergency department; but workflow is unpredictable and we ask that you be patient.

If you do not feel your symptoms are an emergency, please call the Nurse Advice line (telephone: (800) 874-2273) or contact your Primary Care Provider for an appointment (NHTP appointment line: (760) 830-2752).

Our process for mentoring Corpsman in the EMD is extensive. We hold our Corpsman to the high standards one would expect in any critical care workplace. Our newly assigned Corpsmen are initially in an ori-

entation status for as long as it takes to fulfill their EMD competency requirements and until our Senior Corpsman/Lead Petty Officer determines they are capable of working independently.

Prior to any emergency presenting itself, we assign roles for our staff members during morning huddle. These roles are. Code Runner, ER physician; Head of Bed, EMD Corpsman; chest compressions, EMD Corpsman; Medications, EMD nurse; Recorder, EMD nurse; defibrillator operator, Nurse/Corpsman; Runner, any staff member not being utilized. We also have a Pharmacy Technician available during emergencies, provided by the NHTP Pharmacy, once a code blue (cardiac arrest) has been called.

Should an emergency occur, our staff assumes their roles immediately and we begin managing the emergency.

### ***Suicide prevention, continued from Page 1.***

What can you do? First, it’s important to know that suicide risk exists along a continuum of psychological health and levels of emotional distress. Many of you have probably been through training that promote recognition of warning signs (e.g., depression, hopelessness, increased drinking/substance use, social withdrawal, etc.), however, these signs are limited in that they are not specific to suicide and are usually common to many who might not ever

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seriously think about suicide.

There are a number of resources for military members and their families to address their mental health needs. The Mental Health Department at Naval Hospital, Twentynine Palms, (830-2724), is open to active duty members, Mon-Fri, 7:30 a.m. to 4:30 p.m., for walk-in, urgent, and routine visits. For service members in crisis after hours, emergent services are available at the NHTP Emergency Room. Additional resources for counseling support (for short-term, non-medical, low severity concerns) include the Marine Corps Community Counseling Center (830-7277) and the Marine Intercept Program, both co-located in Building 1438 and open Mon-Fri, 7:30 am. to 4:30 p.m., walk-in and scheduled appointments accepted. The Military & Family Life Counselors (MFLC) and Chaplain Services are also available within many units on base. Military Onesource (800-342-9647) offers 24/7 confidential, non-medical counseling for service members and immediate family members. For service members in crisis, the National Suicide Prevention Line (800-273-8255, press (1) offers 24/7 telephonic and chat support. For military dependents, the Marine Corps Community Counseling Center (830-7277) is a great asset and can also provide referral assistance and bridging care while waiting for services with a network provider. Lastly, the Valley Star 24-hour Crisis Walk-In Center offers 24/7 confidential care located at 7293 Dumosa Avenue, Suite 2, Yucca Valley, CA 92284 (760-365-2233 or 1-855-365-6558).



# First Friday Awards

*The First Friday Award Ceremony is a celebration of the awards, laudatory citations, milestones and accomplishments of NHTP staff (military and civilian). The staff pictured on pages 4 & 5 were recognized during the August 4 award ceremony, held in NHTP Classrooms 4 & 5. Commanding Officer, Capt. Nadjmeh Hariri, Executive Officer, Capt. Patrick Amersbach and Command Master Chief (acting) HMCS Victor Isarraraz officiated.*



*Hospital Corpsman Third Class Stephanie Alvarez is presented with a Letter of Appreciation for her "outstanding performance in an exemplary and professional manner" in the NHTP Optometry Department.*



*Ms. Suzanne Andreasen is presented with a Letter of Commendation citing her selection as Senior Contractor for the Quarter. "You achieved this distinction by demonstrating exceptional initiative and dedication to duty."*



*Lt. j.g. Steven Augustine is presented with a Letter of Commendation citing his selection as Officer of the Quarter.*



*Lt. Cmdr. Tara Dariano is presented with a Patient Safety Award.*



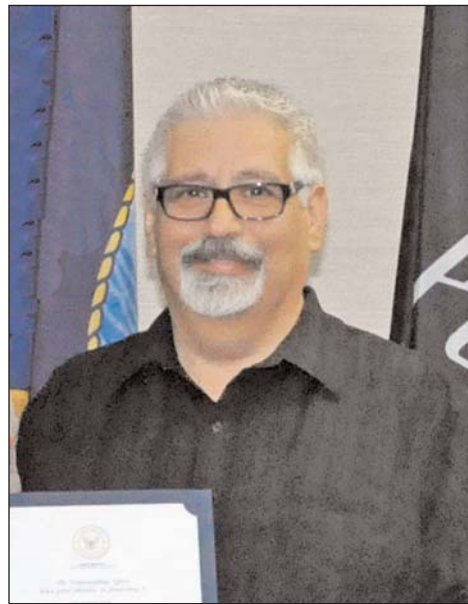
*Hospital Corpsman Third Class Gabriel Donahue is awarded the Navy and Marine Corps Achievement Medal "for professional achievement in the superior performance of his duties while serving as advanced laboratory technician, Laboratory Department, Naval Hospital Twentynine Palms."*



*Lt. Kaley Gray is awarded the Navy and Marine Corps Achievement Medal. "Dedicated to readiness, Lt. Gray provided clinical oversight to 38 hearing conservation technicians and conducted 14,750 annual audiology tests for 60 regional commands."*



**Hospital Corpsman First Class Shawn Keene is presented with the Military Outstanding Volunteer Service Medal. "Your service to the local community represented the Navy and your command in a most commendable manner. You devoted 684 hours during the past seven years--a notable achievement that distinguished yourself as a positive role model and citizen."**



**Mr. Ruben Rios is presented with a Letter of Commendation citing his selection as Junior Contractor of the Quarter. "You earned this distinction by demonstrating exceptional initiative and dedication to duty."**



**Ms. Tanya Stuckey is presented with a Letter of Commendation citing her selection as Senior Civilian of the Quarter. "You achieved this distinction by demonstrating exceptional initiative and dedication to duty."**

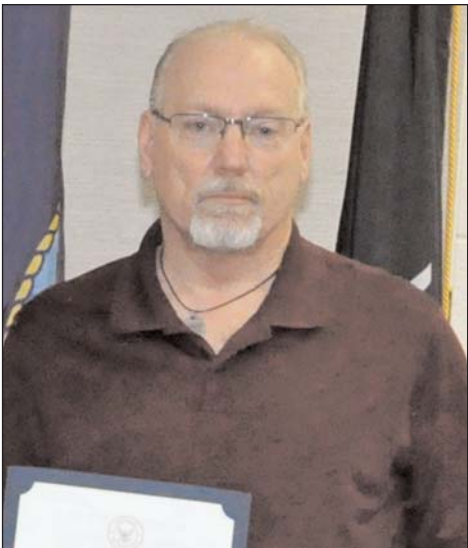
### **3rd Annual NHTP Process Improvement Fair**

February 15 is deadline for project and poster submissions.

Regional Fair deadline: March 17.

Assistance and guidance are available from Mr. McCracken, 830-2285.

Visit: <http://nhttps-sp1-v:40131/NHTP%20HOME%20PAGE/PIP/SitePages/Home.aspx>



**Mr. Eric Von Poppen is presented with a Letter of Commendation citing his selection as Junior Civilian of the Quarter. "You achieved this distinction by demonstrating exceptional initiative and dedication to duty."**



**Hospital Corpsman First Class Raymond Wahl is awarded the Navy and Marine Corps Commendation Medal.**



**Hospital Corpsman Second Class Balofoma Wembakpete is presented with the Military Outstanding Volunteer Service Medal. "Your tireless efforts contributed directly to those in need and proved your dedication as an ambassador of goodwill and a superb role model to the community."**





# Introducing New Staff -- Welcome Aboard!



**Lt. Cmdr. Shannon Capp**

Lt. Cmdr. Shannon Capp arrived from Naval Hospital Bremerton where she was staff physician in the OBGYN Department. She's been in the Navy for 10 years. Hometown is Dayton, Ohio. She was a ROTC midshipman at the University of Notre Dame and earned her medical degree from the F. Edward Hebert School of Medicine, Uniformed Services University of the Health Sciences. After a stint at Walter Reed, Capp was assigned as a general medical officer in Okinawa with the 3rd Marine Logistics Group. "It gave me a good exposure and appreciation for the Marines," Capp said. Ninety-nine percent of her patients were men and she treated mostly sports-type injuries, she said. At NHTP, she's a staff physician in the OBGYN Department. Capp is here with her husband, a civilian anesthesiologist, and their two children, a boy, 5, and a baby girl, 1 1/2. For hobbies they enjoy camping and hiking. Since arriving in mid-July, they've been mainly trying to stay cool.



**Lt. Malia Gonzalez**

Lt. Malia Gonzalez arrived from the USS Frank Cable (AS-40), a submarine tender, based in Guam. She's a Medical Service Corps officer and was Safety Officer at her last assignment. Gonzalez has been in the Navy for five years. She's from a military family and moved frequently, but names Jacksonville, North Carolina as hometown. Gonzalez joined the Navy out of family tradition. Her dad was a USMC Master Gunnery Sergeant and her twin brother is a U.S. Navy boatswain's mate. She earned her Bachelor of Science degree in chemistry, a Master's degree in Chemistry and is currently working on a Master's degree in industrial hygiene. Her billet here is Department Head for the Industrial Hygiene Department. Gonzalez' immediate goal involves earning her Safety Specialist certification and board certification with the American Board of Industrial Hygiene. For relaxation, Gonzalez enjoys volleyball, movies and exercising on the treadmill.



**Lt. Duane Rowe**

Lt. Duane Rowe arrived from Naval Medical Center Portsmouth, Virginia, where he completed a year-long surgical fellowship. He's an orthopedic physician assistant, and has been in the Navy for almost seven years. Hometown is Spring Lake, North Carolina. He is assigned to the General Surgery/Orthopedics Department. He spent seven months on a trauma deployment to Afghanistan in 2012 and likens the Mojave Desert to that landscape. Rowe earned his undergrad bio-chemistry degree from Campbell University in Buies Creek, North Carolina, his Master's in Public Health from East Carolina University and his Master's in Physician Assistant Studies from James Madison University. He spent two years on the USS Harry S. Truman (CVN-75) and six months on the USS Enterprise (CVN-80) and he "misses the excitement of getting underway." Rowe is here with his wife and two young sons. The family enjoys camping and boating.



**Lt. Trevis Bachmann**

Lt. Trevis Bachmann arrived from Naval Hospital Signonella, where he was a staff ER nurse and worked in Staff Education and Training. At NHTP, he's been assigned to the Directorate for Administration, but holds out hope of working in a clinical setting. He's been in the Navy for five years. Hometown is Overbrook, Kansas. He earned his RN degree from Augustana University in Sioux Falls, South Dakota, in 1999. Bachmann has 13 years of civilian nursing experience as an ICU and flight nurse. He has gained an appreciation for military medicine which he describes as more personalized with more patient-provider quality time. "The doctors really get to know their patients and that's invaluable," he said. Bachman's wife is an ICU nurse in Phoenix. He said he was happy to receive NHTP as an assignment and looks forward to visiting his wife on weekends. For relaxation and hobbies, Bachmann enjoys car shows, art walks and farmer's markets.



**Lt. Cmdr. Andrew Bridgforth**

Lt. Cmdr. Andrew Bridgforth just completed his orthopedic-surgery residency, a five-year program, at the University of Virginia in Charlottesville. He'll be a staff physician in the Ortho/Surgery Department. Bridgforth earned his medical degree from the University of Nevada. Hometown is Kenbridge, Virginia. He hails from a military family. His grandfather, a Corpsman on the USS Missouri, his uncle, a Naval Academy graduate and his father served in the Army during Vietnam. "It's a good way to give back and also pursue medicine," he said. The Bridgforths, newly weds, were married in June. Mrs. Bridgforth, an attorney, is from Reno, Nevada. Lt. Cmdr. Bridgforth said he's happy for this assignment because they are closer to their families and they like the desert environment. They plan to find a home in Yucca Valley. Bridgforth said he's looking forward to mountain biking, hiking and skiing in the local area.





*Left: Hospital Corpsman First Class Austin Smith reenlisted for two more years July 27. Smith has been in the Navy for almost 18 years. Hometown is South Lake Tahoe, California. Smith is Lead Petty Officer at the NHTP DeWert Branch Health Clinic, located on the Marine Corps Mountain Training Warfare Center, Bridgeport, California. Smith wanted to honor the WWII landing aircraft, the Grumman J2F Duck, and Patrol Squadron, VT-4, the "Rubber Ducks," in an aquatic formation. Lt. Ian Crow was the reenlisting officer. (Photo by HM3 Jesse Gilner).*



*Culinary Specialist Third Class Norman Brittlebank reenlisted for two more years August 15. Brittlebank is watch captain in the NHTP Galley. He's been in the Navy for eight years. Hometown is Byers, Texas. Reenlisting Officer is Lt. Cmdr. Markeece Murriel.*



## Promotions Retirements Reenlistments

*Hospital Corpsman Third Class Stephanie Higgins is awarded the Navy and Marine Corps Achievement Medal at Branch Health Clinic China Lake.*



*Lt. j.g. Michael Beall gets new rank following his promotion ceremony August 8. Lt. Joshua Yoder (left) and Lt. Cmdr. John Aylsworth perform the honors of updating his shoulder boards with lieutenant junior grade rank. Lt. Cmdr. Garry Closas was the promoting officer.*



*Chief Hospital Corpsman Joseph Richey is piped ashore during his retirement ceremony August 11. Richey served 28 years of active-duty service, most recently as Senior Enlisted Leader for NHTP Branch Clinics.*



*Mr. Michael Constant (right), Branch Health Clinic China Lake, is presented with his Federal Length of Service Award, in grateful recognition of his 10 years of faithful service to the federal government.*



*Lt. Cmdr. Michael Czigler is piped ashore and into retirement after 28 years of active-duty service. Czigler was Officer-in-Charge at NHTP Branch Health Clinic China Lake. At the close of the retirement ceremony, the service member is piped ashore and then makes a return trip to be piped ashore with family members. Lt. Cmdr. Czigler is accompanied by his twin daughters as he steps into retirement.*



